January 9, 2012

Mr. Paul O’Rourke

Sales Representative

Athletic Accessories, Inc.

7661 East 34th street

Denver,CO 80205

Dear Mr. O’Rourke

For the third time in a row we received delivery of an incomplete order from Athletic Accessories, Inc.

There was no explanation for the missing items, nor was there any mention of when items might be delivered. This trend is most disturbing and I hope you can solve this problem.

I have enclosed a copy of the original purchase order along with the packing slip that as in the box with the partial order. You will notice that the items missing from the most recent shipment include swim goggles, bathing caps, ear plugs, and nose clips. There is always a great demand for these items for our members, and they are not pleased when we run out. I cannot understand why the complete order was not included in the original shipment, as these are common items that you generally have in stock.

The Michigan Avenue Athletic Club Pro Shop has been a loyal customer of Athletic Accessories, Inc. for more than five years. I believe that last year we spent a considerable amount of money purchasing items for you. Of course, last year we did not have a problem with incomplete shipments.

Please contact me as soon as possible to discuss ways to resolve this matter. I would like an explanation, as well as Immediate delivery of the missing items. I hope you will give full consideration to the problem, as we are not pleased with the current level of service and are considering looking into other suppliers.

Thank you in advance for your attention to this matter.

Sincerely,

Gretchen Whitman

Pro Shop Manager

Gw/yo

Enclosure